



10 September 2018

Dear Valued Customer,

Service Arrangement on the day following Mid-Autumn Festival and National Day Holiday 2018

S.F. Express will provide special delivery arrangement on the day following Mid-Autumn Festival (Tuesday, 25 September) and National Day Holiday (Monday, 1 October) in Hong Kong and Macau. Details are as follows:

A. Door-to-Door Pickup & Delivery Service

District	Date	Pickup Service	Delivery Service
Hong Kong & Macau	25 September 2018 (Tuesday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> ● Same day delivery service will not be provided ● If you wish to deliver your shipment(s) soonest, please specify the below information on the waybill: <ul style="list-style-type: none"> - Valid “contact no.” and “mobile no.” of the recipient - Exact delivery date marked in “Remark” field (e.g. Please deliver on 25 September 18)
Hong Kong & Macau	1 October 2018 (Monday)	Cut-off Time: 16:00	<ul style="list-style-type: none"> ● Same day delivery service will not be provided ● If you wish to deliver your shipment(s) soonest, please specify the below information on the waybill: <ul style="list-style-type: none"> - Valid “contact no.” and “mobile no.” of the recipient - Exact delivery date marked in “Remark” field (e.g. Please deliver on 1 October 18)

B. Pickup & Delivery Service at S.F. Service Network

During the holiday, pickup and drop-off services are available with details as follows:

1. S.F. Express Service Centers

Below S.F. Express Service Centers will provide service on 25 September 2018 (Tuesday) and 1 October (Monday). Business Hours: **09:00-18:00**; Cut-off Time: **16:00**.

Please [click here](#) for the details of S.F. Express Service Centers.

Hong Kong	Service Center Address
Sheung Wan	Shop A, G/F, Man Lok Building, 91 Bonham Strand & 117 Wing Lok Street, Sheung Wan, Hong Kong



Hong Kong East	Shop A, G/F, King's View Court Block D, No.9 Hoi Chak Street, Quarry Bay (901-907 King's Road)
Wan Chai	Shop A & B, G/F, Man Shek Building, 404-406 Jaffe Road, Wan Chai, Hong Kong
Kwun Tong	Room B, G/F, Fung Yip Industrial Building, 170 Wai Yip Street, Kwun Tong, Kowloon
Kowloon Bay	Workshop No. 5, G/F, Wing Fat Industrial Building, 12 Wang Tai Road, Kowloon Bay, Kowloon
Prince Edward	G/F, 26 Tai Nan Street, Prince Edward, Kowloon
Lai Chi Kok	Unit A, G/F, Shun Cheung Industrial Building, 24 & 26 Wing Hong Street, Lai Chi Kok, Kowloon
Hung Hom	Shop D3, G/F, 2G Hang Fung Industrial Building, Hok Yuen Street, Hung Hom, Kowloon
Tsim Sha Tsui	G/F, Creative Mansion, 6 & 8 Chatham Court, Tsim Sha Tsui, Kowloon
Kwai Chung	Workshop C, G/F, Ching Cheong Industrial Building, 1-7 Kwai Cheong Road, Kwai Chung, N.T.
Tsuen Wan	Room 7 & 8B, G/F, Thriving Industrial Centre, 26-38 Sha Tsui Road, Tsuen Wan, N.T.
Sha Tin	Room E, G/F, Yue Cheung Centre, 1-3 Wong Chuk Yeung Street, Sha Tin, N.T.
Tuen Mun	Unit A, Ground Floor, Tins' Centre Block I, 3 Hung Cheung Road, Tuen Mun, New Territories
Tai Po	G/F, North Wing, 1 & 3 Tung Mau Square, Tai Po, N.T.
Macau	Service Center Address
Rua Cinco Bairro Da Areia Preta	G/F, 3B Veng Fung Industrial Building, Rua Cinco Bairro Da Areia Preta, Macau

2. S.F. Stores

All S.F. Stores[#] will maintain service on 25 September 2018 (Tuesday) and 1 October 2018 (Monday). Business Hours: **12:00-20:00**. Shipments dropped off during the holiday will be delivered on the next working day.

[#]Chai Wan Trend Centre S.F. Store will be closed during the holiday.

Please [click here](#) for the details of S.F. Stores.

3. S.F. Service Points

S.F. Service Points (including the designated 7-Eleven Convenience Stores, Circle K Convenience Stores, VanGo Convenience Stores, Shell Stations, Hong Kong Newspaper Hawker, All Bridal Tea Hotels, Uselect, NTI Express Auto Care, Red Hall Furniture at Mui Wo on Lantau Island, Lok's Shop on Cheung Chau, Li Yuen Store on Lamma Island, Lamma Fisherfolk's Village and Chui Kee Vans) will provide service on 25 September 2018 (Tuesday) and 1 October 2018 (Monday) ^.

^The above information is for reference only. Business hours of S.F. Service Points might fluctuate due to the retail business operating purpose.

Please [click here](#) for the details of S.F. Service Points.

4. EF Lockers

H852U014P, Bowling Alley, Melody Garden, 2 Wu Chiu Road, Tuen Mun, New Territories (EF Locker) will close at 19:00 on 24 September, 2018 (Monday), 25 September, 2018 (Tuesday) and 1 October, 2018 (Monday). Other EF Lockers will provide service on 25 September, 2018 (Tuesday) and 1 October, 2018 (Monday). Please [click here](#) for the details of EF Lockers.



C. Refrigerated Delivery Service

	25 September 2018 Tuesday	1 October 2018 Monday
Enterprise Refrigerated Delivery & Airport Shipment Service	Service is not available	
Door-to-Door Refrigerated Delivery Service	<ul style="list-style-type: none"> No service for Tung Chung, Discovery Bay and Ma Wan. Other districts maintain normal service. Cut-off Time: 16:00 	

D. SF Next Morning Delivery

SF Next Morning Delivery will be arranged as follows:

	The day following Mid-Autumn Festival	National Day Holiday
Drop-off service suspended on	25 September 2018 (Tuesday)	1 October 2018 (Monday)
Service resumed normal on	26 September 2018 (Wednesday)	8 October 2018 (Monday)

E. Customer Service

The service hours of the customer service hotline (Hong Kong and Macau) will be adjusted as follows:

Date	Service Hours
25 September 2018 (Tuesday)	08:00-20:00
1 October 2018 (Monday)	08:00-20:00

Remarks:

Pickup Authorization Service in Hong Kong and Macau is not available on 25 September 2018 (Tuesday) and 1 October 2018 (Monday).

For any enquiries, please contact our Customer Service Hotlines at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).

Yours faithfully,
S.F. Express (Hong Kong) Limited